

# Mecklenburg County Public Health Service & Program Directory

---

GIBBIE HARRIS, MSPH, BSN  
HEALTH DIRECTOR

APRIL 2020

# Table of Contents

This directory is intended to provide a brief overview of the services and programs provided by the Mecklenburg County Public Health Department.

A brief description of each of the programs and services is provided, along with the contact phone number and office address.

For more information please visit:

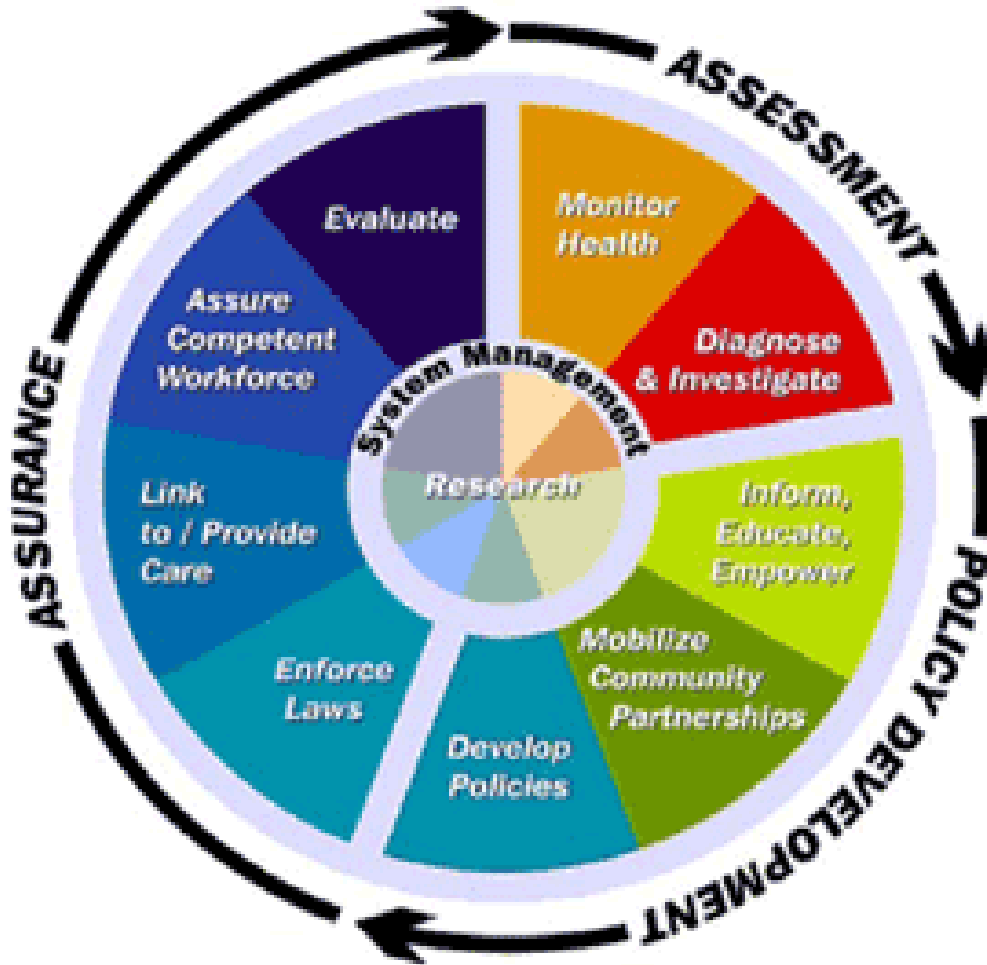
[www.meckhealth.org](http://www.meckhealth.org)

<u>Our Vision &amp; Mission</u>	3
<u>What We Do May Impact You</u>	4
<u>Public Health Service Locations</u>	5-6
<u>Population Health</u>	7-11
<u>Clinical Services</u>	12-20
<u>Case Management &amp; Health Partnerships</u>	21-34
<u>Preventive Health</u>	35-43

# Our Vision & Mission

**Mission:** To promote and protect the public's health.

**Vision:** Mecklenburg County Health Department assures the health and safety of our diverse and changing community today and for future generations.



10 Essential Services of Public Health

# What We Do May Impact You

---

In addition to providing clinical services, Public Health also...

- Conducts over 12,000 restaurant, lodging, nursing home and child care center inspections each year
- Manages the Village HeartB.E.A.T. program, a faith-based fitness competition focused on improving cardiovascular health
- Monitors for mosquitoes that may carry Zika or other viruses
- Investigates over 4,000 potential cases of infectious diseases such as Hepatitis A, *E. coli* and Salmonella
- Staffs Charlotte-Mecklenburg Schools with nurses
- Registers over 28,000 birth and death certificates each year





**Northwest Health Department**



**Southeast Health Department**



**Valerie C. Woodard Center**

# Public Health Service Locations

---

## **Northwest Health Department – 2845 Beatties Ford Road**

- Clinical Services, Tuberculosis (TB)/Refugee, Women Infants & Children (WIC), HIV Outreach/Case Management, Maternal Child Health Programs

## **Southeast Health Department – 249 Billingsley Road**

- Central Administration, Clinical Services, Policy & Prevention, CAP, Community Engagement

## **Valerie Woodard Center – 3205 Freedom Drive**

- Community Resource Center, WIC, Immunizations, Communicable Disease, Environmental Health, CDSA, Trauma & Justice Partnerships, HIV/STI Outreach and Surveillance, Ryan White, School Health



**Charlotte East**



**CMC Biddle Point**



**Hal Marshall Annex**

# Public Health Service Locations (Cont'd)

---

**Charlotte East** – 5624 Executive Center Drive

- Women, Infants, and Children (WIC), CMARC services (Case Management for At-Risk Children)

**CMC Biddle Point** – 1801 Rozzelles Ferry Road

- Pediatric Dental Clinic

**Hal Marshall Annex** – 618 N. College Street

- Birth & Death Certificates, Triple P, ICO4MCH, Office of Innovation & Strategy, Call Center, Preparedness

# Population Health

- Epidemiology
- Office of Community Engagement
- Office of Policy & Prevention
- Preparedness





# Epidemiology

---

Organizes, analyzes, and distributes health indicator data to staff, city and county agencies, nonprofit agencies, the media and the general public.

**Located:** Southeast Public Health

**Contact:** [HD-Epidemiology@mecknc.gov](mailto:HD-Epidemiology@mecknc.gov)







# Office of Community Engagement

Works with cross-cultural collaborations and community-based approaches to promote health, health equity and reduce health-related disparities. Village HeartB.E.A.T. (Building Education and Accountability Together), a core initiative, engages and trains members of faith-based organizations, small businesses, and community partners in strategies to prevent chronic disease.



**Located:** Southeast Public Health, Staff work in the community

**Contact:** (980) 314-9027



**saferoutes to school**  
charlotte-mecklenburg  
Mecklenburg County Health Department



# Office of Policy & Prevention

Program focuses on chronic disease prevention and addresses tobacco control, food access, active living, and youth engagement through policy, systems, and environmental change strategies.

**Located:** Administrative Offices - Southeast Public Health

**Contact:** (980) 314-9063

# Public Health Preparedness

---

Provides public health preparedness coordination and training. Supports the National Response Framework and the National Incident Management System. Includes continual enhancement of: all hazards planning; coordination, assessment, and surveillance capacities; and risk communication.

**Located:** Hal Marshall Annex

**Contact:** (704) 314-1605





# Clinical Services

- Adult & Adolescent Health Clinic
- Immunization Clinic
- Laboratory Services
- Medical Records
- Patient Services
- Pediatric Dental Clinic
- Refugee Health
- Tuberculosis (TB) Clinic



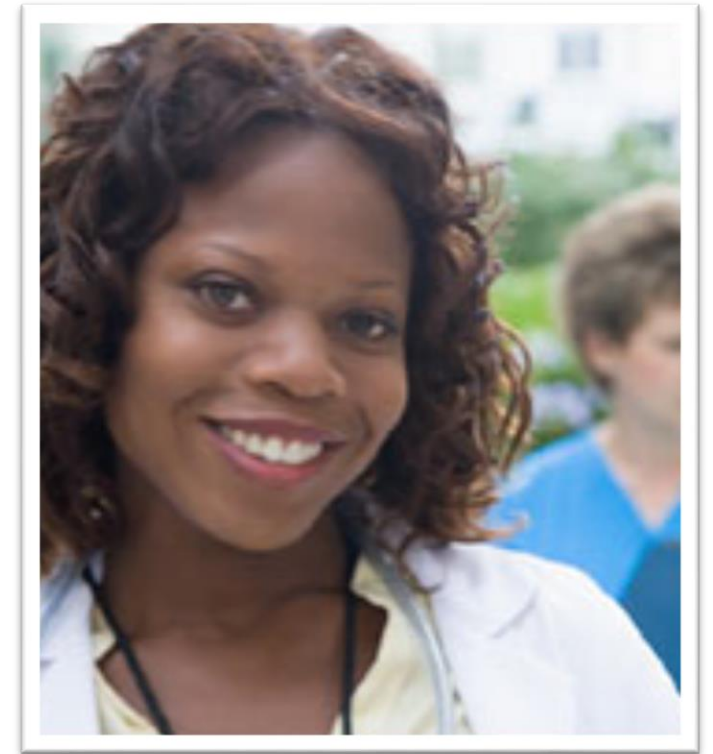
# Adult & Adolescent Health Clinic (Clinic A)

---

Clinic includes health exams and screenings for breast and cervical cancer, sexually transmitted infections, and family planning.

**Located:** Southeast and Northwest Public Health

**Contact:** (704) 336-4700





# Immunization Clinic

---

Provides age appropriate immunizations to children and adults.

**Located:** Southeast and Northwest Public Health & Valerie Woodard Center

**Contact:** (704) 336-4700

# Laboratory Services

---

Provides quality-assured laboratory procedures in support of all Public Health clinical services and Communicable Disease Control.

Services include testing for sexually transmitted infections, pregnancy, anemia, rabies titers for the veterinary community, and hepatitis status.

Services are provided through a contract with LabCorp.

**Located:** Northwest and Southeast Public Health

**Contact:** (980) 314-9097





# Medical Records

---

Assures accuracy and integrity of patient record information through record management in various forms such as paper and electronic media. Responds to request for copies of patient records.

**Located:** Southeast and Northwest Public Health

**Contact:** (704) 336-6498



# Patient Services

---

Coordinates registration process for all patients. Includes call center and in-person registration at the main facilities.

**Located:** Southeast Public Health, Northwest Public Health, Hal Marshall Annex

**Contact:** (704) 336-6400



# Pediatric Dental Clinic

---

Provides preventative and comprehensive dental treatment for uninsured and underinsured children ages 1-17.

**Located:** CMC Biddle Point

**Contact:** (980) 314-9600



# Refugee Health

---

The clinic provides communicable disease screening and referral for follow-up medical care. Persons who are eligible:

1. Have been processed through the US Department of Immigration and Naturalization
2. Have been granted official status as a Refugee, Parolee or Asylee
3. Are relocating to Mecklenburg County

**Located:** Northwest Public Health

**Contact:** 980-314-9476 (Refugee Nurse's Line)  
980-314-9473 (Assistance with I-693s)



# Tuberculosis (TB) Clinic

---



The clinic provides services to persons suspected of or diagnosed with TB Disease or Infection, persons who request a TB skin test or need screening for TB Disease or Infection.

**Located:** Northwest Public Health

**Contact:** (704) 432-9470 (TB Nurse's Line)



# Case Management & Health Partnerships

- Children's Developmental Services Agency (CDSA)
- Community Alternatives Programs
- Maternal & Child Health Programs
  - Care Management for At-Risk Children (CMARC)
  - Child Care Health Consultants (CCHC)
  - Improving Community Outcomes for Maternal and Child Health (ICO4MCH)
  - Postnatal and Newborn Home Visit Services
  - Care Management for High Risk Pregnancies (CMHRP)
- Trauma & Justice Partnerships
  - Child Development-Community Policing (CD-CP)
  - Crisis Intervention Teams (CIT)
- Women, Infants & Children (WIC)



# Children's Developmental Services Agency (CDSA)

---



The Children's Developmental Services Agency is the local agency for Early Intervention in our community and is part of the statewide NC Infant-Toddler Program. The CDSA supports families who have children from birth to age three who have developmental delays or who are at risk for problems with their development. Case management and therapy services are provided in the community (family homes, childcare) and focus on natural learning opportunities within child and family routines and activities.

**Located:** Administrative Offices – Valerie Woodard Center,  
Staff work in the community

**Contact:** (704) 336-7130



# Community Alternative Programs (CAP)

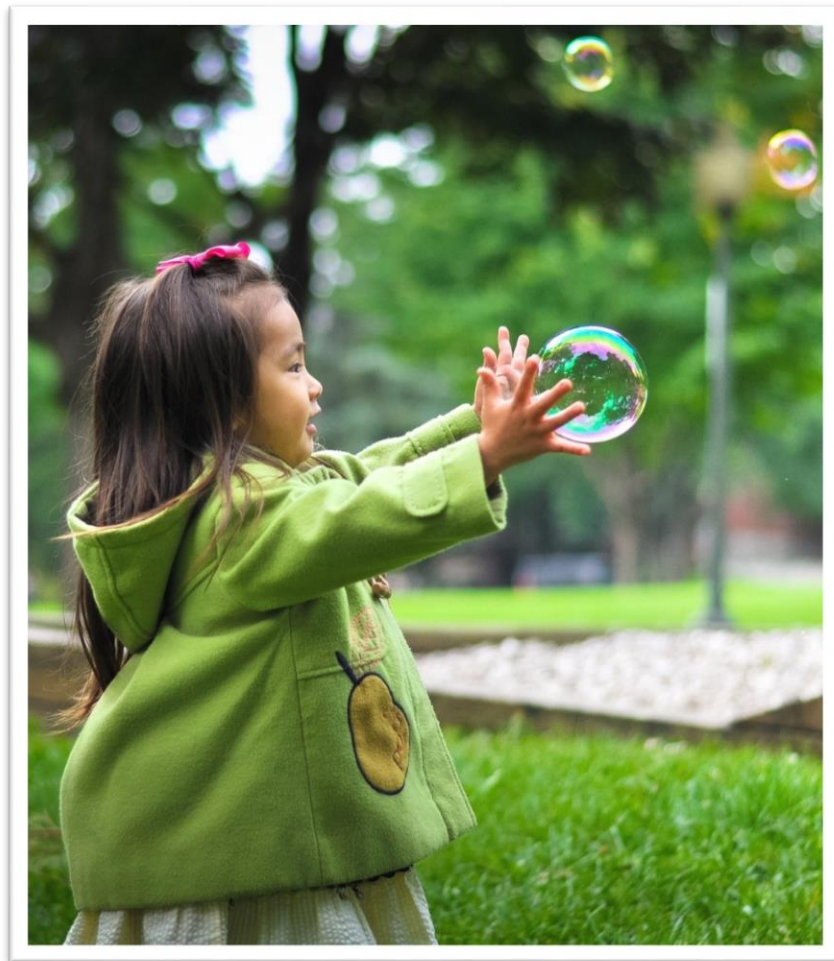
---

Provides case management of in-home services that assist eligible Disabled Adults and Medically Fragile Children to live safely in their homes with a support system and avoid placement in an institution.

**Located:** Administrative Offices - Southeast Public Health

**Contact:** (704) 336-4674





# Maternal Child Health Programs

---

- Case Management for At-Risk Children (CMARC)
- Child Care Health Consultants (CCHC)
- Improving Community Outcomes for Maternal and Child Health (ICO4MCH)
- Postnatal and Newborn Home Visit Services
- Case Management for High Risk Pregnancies (CMHRP)

# Care Management for At-Risk Children (CMARC)

---

Provides care management to support families with children ages zero to five, who need access to health care and social supports. Care managers assist families in promoting the health and overall wellbeing for the children.

**Located:** Administrative Offices - Northwest Public Health, Staff work in the community

**Contact:** (980) 314-9340



# Child Care Health Consultants (CCHC)

---



Consultants assist licensed child care centers to establish policies and procedures to promote and improve the health and safety of children ages zero to five.

**Located:** Administrative Offices - Northwest Public Health

**Contact:** (980) 314-9341



# Improving Community Outcomes for Maternal Child Health (ICO4MCH)

---

Improving Community Outcomes for Maternal and Child Health (ICO4MCH) works collaboratively within Mecklenburg and Union Counties to improve birth outcomes, reduce infant mortality and improve health among children aged zero to five. ICO4MCH aims encourage reproductive life planning, support breastfeeding success and promote positive parenting.

**Located:** Hal Marshall Annex, staff work in the community

**Contact:** (980) 314-9595



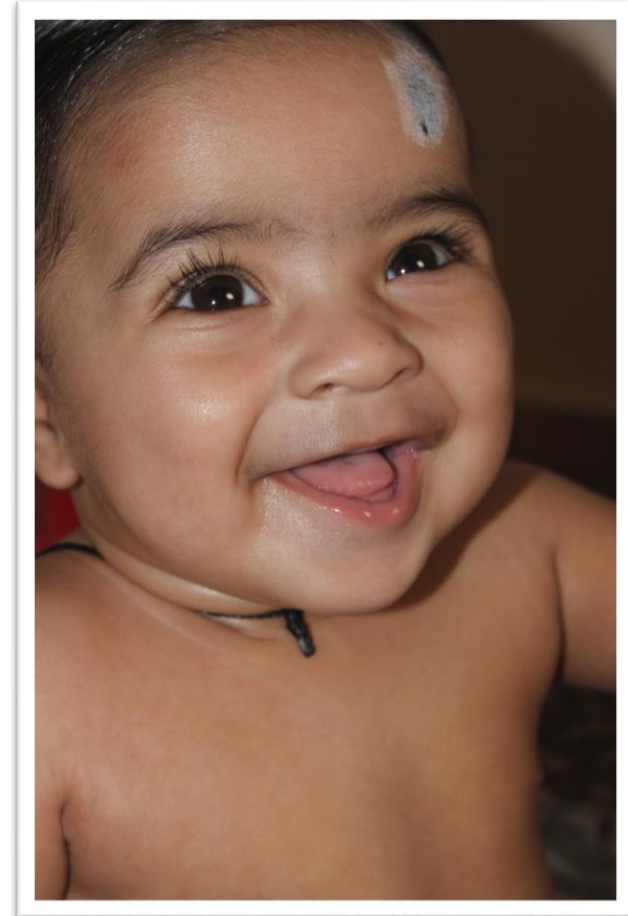
# Postnatal and Newborn Home Visit Services

---

Provides a home visit by a Registered Nurse (RN) to assess mother and baby. The program's goal is to complete the home visit within two weeks of delivery. The RN will provide screening and guidance to the mother and baby to promote well-being within the post-partum period.

**Located:** Administrative Offices - Northwest Public Health, Staff work in the community

**Contact:** (980) 314-9358



A pregnant woman with dark hair, smiling, wearing a white short-sleeved dress. She is standing against a plain white background.

# Care Management for High Risk Pregnancies (CMHRP)

---

Provides care management services for high risk pregnant women. Care managers assist pregnant women with connecting with medical homes to promote healthy outcomes for mom and baby for up to two months after delivery.

**Located:** Administrative Offices - Northwest Public Health, Staff work in the community

**Contact:** (980) 314-9358

We want  
you to have  
a healthy baby!





# Trauma & Justice Partnerships

---

- Child Development – Community Policing (CD-CP)
- Crisis Intervention Teams (CIT)

# Child Development – Community Policing (CD-CP)

---

Program establishes a close working relationship among police officers, mental health clinicians and child protective service workers to ensure a coordinated community response to children and families experiencing neglect, abuse, and exposure to violence and other trauma.

**Located:** Administrative Offices – Valerie Woodard Center, Partner with Police Divisions

**Contact:** (704) 614-3691



# Crisis Intervention Teams (CIT)

---

A pre-booking jail diversion program, a community-based collaboration between law enforcement, mental health agencies, consumers and family members, National Alliance on Mental Illness (NAMI)-Charlotte, and Central Piedmont Community College (CPCC).

**Located:** Administrative Offices – Valerie Woodard Center, Partner with Police Divisions

**Contact:** (704) 614-3691



# Women, Infants & Children (WIC)

---

Provides basic nutrition services to eligible pregnant, breastfeeding, and postpartum women, infants and children up to age five. Services include nutritional assessment, education, and issuance of a monthly healthy food package. The Breastfeeding Program provides support for breastfeeding clients through education, peer counseling and educational material.

## Located:

- Charlotte East
- Northwest Public Health
- Valerie Woodard Center

**Contact:** (704) 336-4700





# Preventive Health

- Communicable Disease Control
- Environmental Health
  - Food & Facilities Sanitation
  - Groundwater & Wastewater Services
  - Pools & Environmental Health Services
- Ryan White Program
- School Health
- STI/HIV Outreach & Case Management
- STI Investigations & Surveillance





# Communicable Disease Control

---



Investigates, reports and controls the spread of reportable general category communicable diseases and outbreaks; provides consultation services to medical providers, child care providers, schools, veterinarians, & businesses; investigates human animal bites and animal exposure to rabies; and monitors health services in Adult Day Health facilities.

**Located:** Valerie Woodard Center

**Contact:** (704) 336-2817

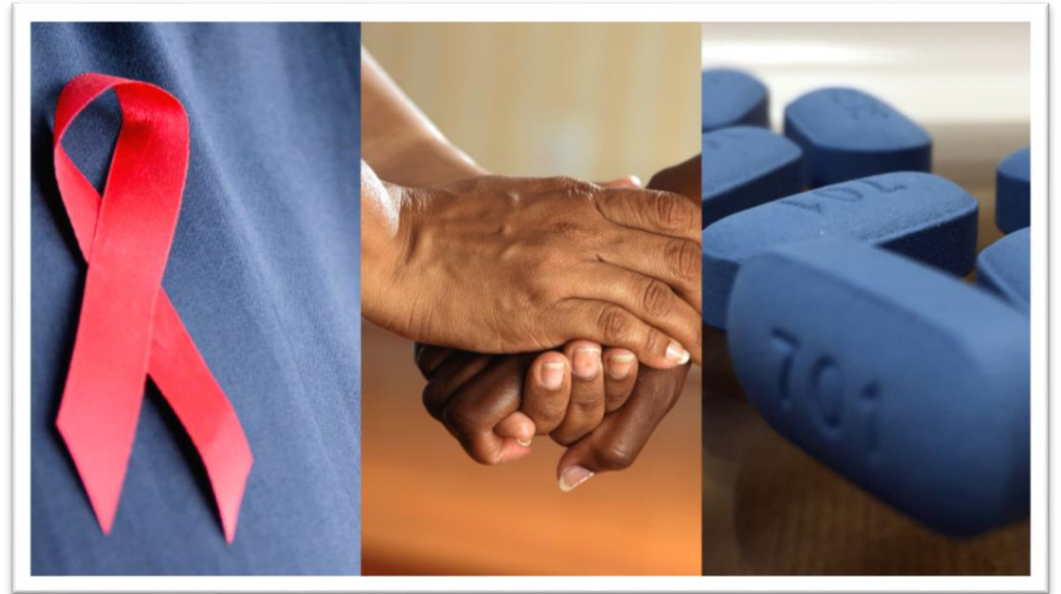
# Ryan White Program

---

Mecklenburg County is a grantee recipient of federal grant funds under Part A Ryan White Treatment Modernization Act. The Ryan White Program provides medical and support services for eligible people living with HIV.

**Located:** Valerie Woodard Center

**Contact:** (980) 314-1611



# School Health

---



Nurses and nutritionists provide preventive, consultative, and direct health services during the school day for students attending Charlotte-Mecklenburg Schools (CMS).

**Works with:** 144,000 students across 164 CMS schools

**Located:** 164 CMS schools, Administrative Offices – Valerie Woodard Center

**Contact:** (980) 314-9550

# STD/HIV Outreach & Case Management

---

Provides education, testing, counseling and case management for HIV & sexually transmitted diseases.

## Located:

- Administrative Offices at Northwest Public Health
- Staff outreach and testing in the community
- Clinic testing at Northwest and Southeast Public Health

## Contact:

- Outreach: (980) 314-9291 or (704) 432-TEST(8378)
- Case Management: (980) 314-9290



# STD Surveillance & Investigations

---

Provides investigation, surveillance and reporting of syphilis, HIV/AIDS, and other sexually transmitted infections in order to control major epidemic threats to the community.

**Located:** Valerie Woodard Center

**Contact:** (704) 432-1742





# Environmental Health Services

- Food & Facilities Sanitation
- Groundwater & Wastewater Services
- Pools & Environmental Health Services



# Food & Facilities Sanitation

Provides plan review, permitting and evaluation of restaurants, temporary food services, meat markets, hotels, hospitals, nursing homes, child care centers, and schools. Staff also investigate child lead poisoning cases.

**Located:** Administrative Offices – Valerie Woodard Center, Staff work in the field

**Contact:** (980) 314-1634



# Groundwater & Wastewater Services

---

Provides plan review, permitting and evaluation of onsite wastewater (septic) systems and private wells. Staff also reduce exposure to contaminated groundwater.

**Located:** Administrative Offices – Valerie Woodard Center, Staff work in the field

**Contact:** (980) 314-1642 (Well/Septic)







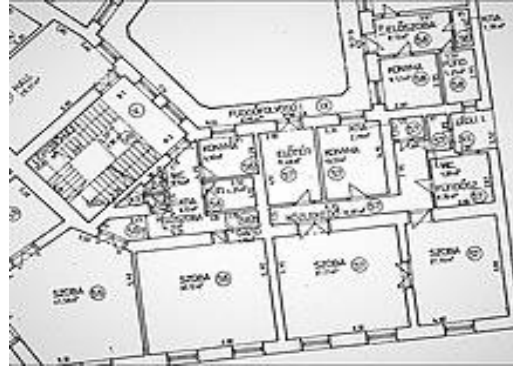
# Pools & Environmental Health Services

---

Provides plan review, permitting and evaluation of swimming pools and tattoo artists. Staff also assist with control of mosquitoes and rats to protect public health

**Located:** Administrative Offices – Valerie Woodard Center, Staff work in the field

**Contact:** (980) 314-1620



# Planning & Support Services

Provides commercial plan review, permitting and evaluation of Environmental Health regulated services. Provides new hire training program. Manages compliance with FDA Retail Program Standards

**Located:** Administrative Offices – Valerie Woodard Center, Staff work in the field

**Contact:** (980) 314-1620